
CITY OF TEMPE
REQUEST FOR COUNCIL ACTION

Council Meeting Date: 5/08/2014
Agenda Item: 5B1

ACTION: Approve an increase in the contract amount with Maintenance Connection, Inc. for the implementation of a facility maintenance software system for the Public Works Department.

FISCAL IMPACT: Increase the contract in the amount of \$3,000 from \$56,275 to \$59,275. The \$3,000 annual vendor hosting fee is fixed for at least the next 5 years. Sufficient funds are available in General Fund – cost center 3241 (Facilities Services) for the anticipated expenditures in the current fiscal year.

RECOMMENDATION: Approve the increase to the contract amount.

BACKGROUND INFORMATION: City Council originally approved a contract award to Maintenance Connection, Inc. on October 3, 2013 for a Computerized Facility Maintenance Management System (CFMMS). A CFMMS will enable the various divisions within the Public Works Department to significantly improve their effectiveness in responding to internal work requests.

The CFMMS implementation was placed on hold in order to review any security concerns, across the City's network, for supporting this application and its mobile services. A review by the Security Office identified several concerns and risks embedded in the software. Maintenance Connection, Inc. believes that the data stored in this system is innocuous and does not represent a security risk. However, the City is not willing to compromise on the level of security required. Instead of accepting the security risk, staff believes it is more advantageous for the City to move from a client hosted model to a vendor hosted model, which will fully eliminate any potential network security breach.

Maintenance Connection, Inc., supports both delivery models, and as is typical in the industry, the vendor hosted model is more expensive. The City entered into price negotiations with the firm in order to receive reasonable concessions for the implementation delay and forced model change that was caused by the security flaw. As a result, the company has agreed to reduce the annual hosting fee from \$11,880 to \$3,000 per year. Staff is comfortable that this offer represents reasonable and appropriate price concessions and is recommending that City Council approve the contract increase as described above.

When comparing evaluation points for firms that offered a vendor hosted models Maintenance Connection, Inc. is still the high scoring firm.

ATTACHMENTS: N/A

STAFF CONTACT(S): Cyndy Lawshe, IT Manager, (480) 858-2044

Department Director: Ken Jones, Finance & Technology Director

Legal review by: Jenae Naumann, Assistant City Attorney

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